



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2006

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	6.00	6.00	6.00	6.00
C. Repair Office Answer Time [730.510(b)(1)]	83.00 *	231.00 *	120.00 *	144.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	37.00	54.00	27.00	39.33
E. Percent of Service Installations [730.540(a)]	92.72%	94.61%	94.00%	93.84%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	84.62% *	80.36% *	81.84% *	82.07% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	7.01 *	8.14 *	5.52	6.89 *
H. Percent Repeat Trouble Reports [730.545(c)]	33.90% *	34.89% *	31.61% *	33.58% *
I. Percent of Installation Trouble Reports [730.545(f)]	18.84%	16.75%	25.02% *	19.96%
J. Missed Repair Appointments [730.545(h)]	14	9	9	11
K. Missed Installation Appointments [730.540(d)]	95	140	99	111

Comments

Major storms throughout the Midwest in July created widespread power outages that created heavy call volume into Call Centers. The events had a negative residual impact on overall call volume for 3+ weeks.



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